



MISSOURI

Department of Labor & Industrial Relations

2021 Version 1.2



ASPIRATION

We will promote economic vitality, safety, and fairness
for Missouri's businesses and workers

THEMES

Growth

Foster a business environment to support
economic development

Safety

Prevent injuries and save lives on the job

Opportunity

Invest in our workforce for today and
tomorrow

INITIATIVES

- Map Each Key Customer Journey for DOLIR Customers
- Develop MCHR Online Customer Portal
- Develop a Process for Virtual Inspections

- Research & Create De-escalation/ Secondary Trauma Protocol and Training
- Improve Building Security
- Raise Awareness for Youth Farm Safety
- Enhance Field Staff Safety

- Ensure Consistent Implementation of Succession Planning Process
- Refine Process to Ensure Ongoing Reviews and Updates to DOLIR's Administrative Manual and Policies
- Update Guidelines and Template Used by DOLIR for the Development of Standard Operating Procedures
- Improve Usability of External Electronic Forms
- Develop a Centralized Case Assignment Process for MCHR